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**To:** Microsoft ATR  
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**Subject:** Recommendations: DOJ vs. Microsoft.

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I've owned a computer dealership since before IBM sold personal computers. I'm also a programmer.

Microsoft is extremely abusive and anti-competitive. -- Microsoft is far, far more anti-competitive and abusive than the US DOJ vs. Microsoft antitrust case discusses. If the present case is resolved in an insufficient fashion, there will be a need for another case immediately.

Secret file formats are anti-competitive. -- A good partial resolution of the case would be to prohibit Microsoft from using secret file formats. Then there could be competition again.

At present there cannot be competition because the software from the dominant company, Microsoft, produces file formats that cannot be reproduced because they are secret. So, another company cannot make software that reliably inter-operates.

At present, if a big customer upgrades to a new version of Microsoft Office, and sends out files in a format incompatible with previous versions, all people who receive the files are forced to upgrade their Microsoft software. Companies understandably don't want to go to a good customer and ask that a document be sent again in a former file format.

Microsoft produces software that is deliberately faulty. -- Windows 95, Windows 98, and Windows ME all have artificial limitations which cause them to crash even though there are plenty of hardware resources. These are called "User Resources" and "GDI Resources". The memory for these resources is artificially limited to 128,000 bytes in some cases and 2 megabytes in other cases. When these resources are exhausted, the operating systems stop functioning.

Microsoft deliberately allows piracy. -- Major competitors of Microsoft like Corel Word Perfect and IBM Lotus WordPro have difficulty competing because Microsoft allows enough piracy of Microsoft products that competitors cannot sell theirs.

I called the Microsoft legal department and complained about this. The result was that I was a witness in a case against one of the pirates. More recently I tried to complain about this again, but it is now impossible to contact Microsoft's legal department.

In my area Microsoft Office 2000 is available for \$50.00 at dealers who sell low-cost computers. I have verified with Microsoft that these are pirated copies. Over a period of many years, Microsoft has not taken sufficient action against the pirates to allow a chance for honest competitors.

Microsoft is ending support. -- Next month, December 2001, Microsoft will stop providing support for Windows 98, apparently in an attempt to force users to upgrade. Another good partial resolution of the DOJ-Microsoft case would be to extend the support time for at least another 10 years. Many people have computers that operate fine for the purpose for which they are used. For example, an accounting

department in a small company may use Windows 95, or even the DOS operating system. These people should not be forced to upgrade.

These are only a few of the extremely anti-competitive and abusive methods Microsoft uses, in my opinion.

Regards,

Michael Jennings